

**Ministry of  
Justice**

**2015/16 – 2017/18  
SERVICE PLAN**

**February 2015**



For more information on the British Columbia  
Ministry of Justice,  
see pages 26 – 28.

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## Minister Accountability Statement



The *Ministry of Justice 2015/16 - 2017/18 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

A handwritten signature in cursive ink, appearing to read "Suzanne Anton".

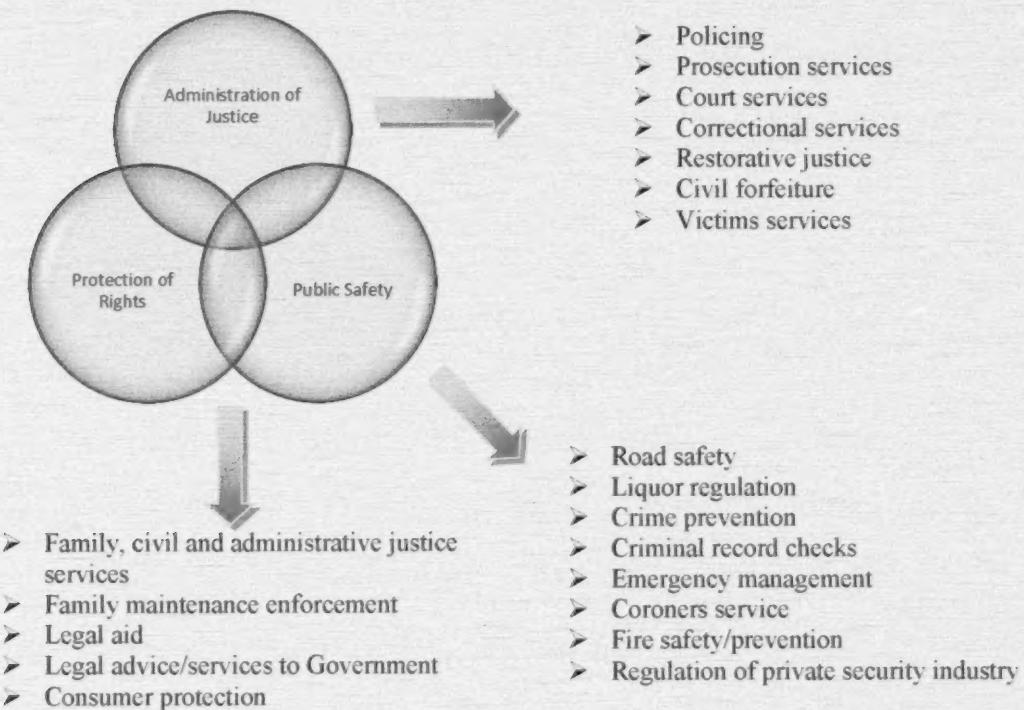
Honourable Suzanne Anton QC  
Attorney General  
Minister of Justice  
February 2, 2015

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# Purpose of the Ministry

The mission of the Ministry of Justice is to administer justice, deliver public safety services and programs, lead emergency management and provide legal advice to Government. We accomplish this through our dedicated and professional workforce, innovation and service excellence in fulfilling the following responsibilities:<sup>1</sup>



*Our vision is a safe, secure, just and resilient  
British Columbia.*

<sup>1</sup> The Attorney General and Minister of Justice is also responsible for the Combined Forces Special Enforcement Unit – British Columbia (see Appendix 1), a number of agencies, boards and commissions (see Appendix 2), and the Liquor Distribution Branch. The service plans and annual reports of the Liquor Distribution Branch are available at [www.bcldb.com](http://www.bcldb.com).

# Strategic Direction and Context

## Strategic Direction

The Ministry of Justice supports Government's commitment to building a strong economy and a secure tomorrow for the citizens of British Columbia, and delivers its responsibilities in accordance with the Taxpayer Accountability Principles that apply to all of British Columbia's public sector organizations.

The Ministry is committed to transforming the justice and public safety sector, working in collaboration with leaders, participants and stakeholders across the sector. This commitment is consistent with the direction provided by Premier Christy Clark to the Attorney General and Minister of Justice in her June 2014 Mandate Letter. The letter established a number of priorities for the Ministry, such as: justice reform; domestic violence; crime reduction; recommendations from the Missing Women Commission of Inquiry; improved courtroom capacity in the Lower Fraser Valley; review of policing structure and funding responsibilities; liquor regulatory reform; and, earthquake preparedness. These priorities are in alignment with the goals and objectives put forward in this service plan and are clearly reflected in the strategies presented.

## Strategic Context

There are numerous external factors that affect the Ministry in delivering its responsibilities, including:

- Increased policing and related compensation costs;
- Increased security needs;
- Lengthy, resource intensive major investigations and prosecutions;
- Court decisions that impact what the Ministry can do, and how it must be done;
- Civil and family justice processes impacted by cost, delay and complexity;
- Mental health issues demanding increasing justice system resources; and,
- Increasing frequency and severity of natural disasters.

To manage the impacts associated with these and other external factors, the Ministry proactively identifies risks and opportunities, assesses them in terms of likelihood of occurrence and magnitude of impact, determines response strategies, and monitors progress.

The Ministry is committed to a justice and public safety sector that is innovative and sustainable, and that commitment guides our work now and in the coming years. Sustainability demands that the Ministry: maintains efficient and affordable operations and service delivery; has an effective governance structure; has a robust and evolving plan for transformation; ensures strategic alignment between budget, investments and our transformative goals and objectives; identifies, understands, accepts and manages the risks associated with transformation; and, monitors and measures performance for accountability.

# Goals, Objectives, Strategies and Performance Measures

The Ministry of Justice has adopted the goals and objectives developed by British Columbia's Justice and Public Safety Council and set out in the *Strategic Plan for the Justice and Public Safety Sector, April 2014 – March 2017*. This first sector-wide strategic plan was developed by the Council based on a wide range of advice, consultation and recommendations from leaders, participants and stakeholders across the justice and public safety sector. These goals and objectives have been identified by the Council as essential to the health of the justice and public safety sector.

To maintain trust, we must ensure fairness. We must protect people, especially those who are most vulnerable. We must manage the sector in an innovative and sustainable way and, finally, we must ensure that the public has confidence in the integrity of the sector.

*Strategic Plan for the Justice and Public Safety Sector, April 2014 – March 2017*

The goals and objectives are in alignment with Government's priorities of a strong economy and a secure tomorrow, and are consistent with the Taxpayer Accountability Principles.

This section presents the goals and objectives and identifies a set of key strategies to achieve them. The strategies included are those that address the directions provided in the Minister's Mandate Letter, as well as the transformation priorities of the Ministry of Justice. The strategies presented are not an exhaustive list of the many initiatives underway in the Ministry; rather, they reflect the Ministry's key strategic priorities.

Also included in this section are select performance measures used to indicate progress towards the goals and objectives. There have been some changes made to the measures since publication of our last service plan, as we continue working toward strengthening our performance measurement capacity.

These measures represent only a few of the many indicators of performance.<sup>2</sup> Measuring the performance of justice and public safety programs and processes is complex. Long-term outcomes are affected by many factors and are not under the exclusive control of any program area or ministry. The complex nature of justice and public safety outcomes requires a collective and integrated response from all justice and public safety sector stakeholders and participants.

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<sup>2</sup> Information on Statistics Canada's crime severity index can be found at:  
[www.pssg.gov.bc.ca/policeservices/statistics/index.htm#crimestats](http://www.pssg.gov.bc.ca/policeservices/statistics/index.htm#crimestats).

Indicators and other information related to the Provincial Court of British Columbia are available at:  
[www.provincialcourt.bc.ca/news-reports/court-reports](http://www.provincialcourt.bc.ca/news-reports/court-reports).

## Goal 1: The justice and public safety sector in British Columbia is fair

Objective 1.1	Accessible
Objective 1.2	Impartial
Objective 1.3	Timely

### Strategies

- The *Civil Resolution Tribunal Act* received Royal Assent in May 2012. The legislation provides for the establishment of a Civil Resolution Tribunal. The Tribunal will offer 24/7 access to user-focused services through the use of self-help, online dispute resolution, assessment and triage services that enable cost effective resolution of small claims and strata property disputes. This is just one example of how the Ministry works to maximize the benefits of technology for increased access to justice.
- Tribunal Transformation is about shifting the way British Columbia's 27 administrative tribunals deliver assistance to improve service to the public while streamlining business processes for efficient resource management. By moving service delivery online, integrating support services and systems, streamlining adjudication processes and clustering sector-based tribunals together, we can build the infrastructure for more efficient and effective tribunal services, and create greater accountability and transparency.
- Government is committed to serving the justice needs of communities in the rapidly growing Lower Fraser Valley. The Ministry is working collaboratively with our five municipal partners (Surrey, Township of Langley, City of Langley, Abbotsford and Chilliwack), the judiciary and our justice partners to implement a long-term regional plan for the expansion of court capacity in the region. For more information, see the [final report](#) of the Lower Fraser Valley Regional Plan Court Capacity Expansion Project.
- The Road Safety Initiative is expected to shift traffic disputes out of court, improve police efficiency, and make processes more accessible for citizens. The initiative also includes a new driver intervention and improvement model to more effectively intervene with high-risk driving behaviours. Electronic ticketing, coupled with a faster dispute resolution process, will mean that driver infractions will be recorded against driving records more quickly, thereby enabling interventions for high-risk drivers to be applied soon after habitual high-risk driving is identified. The Ministry will also continue to explore ways to strengthen anti-distracted driver legislation and penalties.

## Goal 2: The justice and public safety sector in British Columbia protects people

<b>Objective 2.1</b>	<b>Preventative</b>
<b>Objective 2.2</b>	<b>Protective</b>
<b>Objective 2.3</b>	<b>Systemic Approach</b>

### Strategies

- Government launched Violence Free BC in February 2015. This long-term commitment to end violence against women in British Columbia is a roadmap to help ensure women have the supports they need to help prevent violence, to escape from violent situations, and to recover if they have been victims of crime.
- Work is now substantially completed or underway on the major themes of the Missing Women Commission of Inquiry report. Progress on the 56 recommendations directed to the Province includes violence-prevention work, improved policing practices, missing persons legislation, and compensation to the children of the murdered and missing women. These actions are outlined in Government's final update report released in December 2014. In addition, effective December 29, 2014, the Ministry implemented a new policy on best practices for supporting adult vulnerable victims and witnesses in criminal prosecutions, to assist them in effectively participating in the criminal justice process.
- The Provincial Domestic Violence Action Plan was launched in February 2014 by the Provincial Office of Domestic Violence, Ministry of Children and Family Development, based on extensive consultations with anti-violence stakeholders and other partners. The plan aims to enhance services and bridge potential service gaps to ensure women, children and all those who have been affected by domestic violence have access to the supports and services they need. As part of the plan, the Ministry of Justice developed a framework for domestic violence courts to provide guidance on best practices in establishing specialized domestic violence court processes in British Columbia. There are now distinct domestic violence court processes in Nanaimo, Duncan, Kelowna, Penticton and Kamloops.
- The Ministry also continues to support the Domestic Violence Units in Vancouver, New Westminster, Abbotsford, Surrey, the Capital Region and Kelowna, bringing together police, community-based victim services and, in some cases, a dedicated social worker from the Ministry of Children and Family Development. Domestic Violence Units are integrated approaches to intervening in high-risk domestic violence cases and providing direct services to victims, children and the perpetrators of domestic violence. Work is underway to establish an additional Domestic Violence Unit in Nanaimo.
- Parliamentary Secretary, Darryl Plecas, and the Blue Ribbon Panel on Crime Reduction submitted their report, Getting Serious about Crime Reduction, to the Attorney General and Minister of Justice at the end of November 2014. The report was publicly released on December 18, 2014. The Panel made six broad recommendations for Government to utilize a more cohesive and collaborative approach aimed at preventing and reducing crime in British Columbia. Several of the

key recommendations can be linked to existing initiatives under the *British Columbia Policing and Community Safety Plan* and other Ministry work. Other recommendations and related action items will require further analysis and consultation.

- Parliamentary Secretary for Corrections, Laurie Throness, consulted with stakeholders in the Corrections field to propose changes and improvements to protecting staff, inmates and the communities in which correctional facilities are located in British Columbia. His final report, *Standing Against Violence*, was released in December 2014 and consists of three parts: a description of the present system; incremental recommendations based on those conclusions; and, suggestions for discussion with respect to transformational directions in the longer term. The report's 20 recommendations include operational improvements, transitional support for inmates and training opportunities, with a focus on being cost-neutral to Government.
- The Ministry conducted a province-wide consultation, chaired by Henry Renteria, former director of California's Office of Emergency Services, on all aspects of earthquake preparedness and response to improve British Columbia's ability to act in the face of a catastrophic seismic event. The review engaged all levels of government as well as the media, businesses, local authorities including First Nations, the academic community, adjoining provincial, federal and state jurisdictions, and non-governmental organizations. The review builds on the work currently underway to fulfil the recommendations in *Catastrophic Earthquake Preparedness*, by the British Columbia Office of the Auditor General. A final report will be publicly released once Government has had an opportunity to thoroughly review it.

## Goal 3: The justice and public safety sector in British Columbia is sustainable

Objective 3.1	Focused
Objective 3.2	Managed
Objective 3.3	Effective

### Strategies

- The Court Administration Transformation Suite includes the development and implementation of a series of new applications that build upon previous work to create systems and processes that work together more effectively. Projects under this initiative include: Court Clerk Desktop to improve efficiency, increase data quality, and address workload issues for court administration staff; Crown Counsel Scheduling module, which involves the development of an interface to enable timely and efficient communication with the Court to set court appearance dates; Civil e-Documents to enable the electronic creation and distribution of documents in the civil tracking system; Judicial Desktop, which involves development of technology that enables judges and other judicial officers to work electronically; and, Court Services Digital Platform, which provides citizens with the ability to view court files online, electronically file civil court documents, and view daily court lists for certain court matters.
- The Ministry is working in collaboration and consultation with key stakeholders to: define and clarify policing responsibilities at the federal, provincial, and municipal government levels; consider models of policing service delivery, ranging from further integration to the regional delivery of services while retaining local community-focused policing; and, develop options for funding/financing models that reflect each level of government's policing responsibility.
- The Ministry is undertaking Information Management/Information Technology systems modernization to: increase integration and information sharing between justice and public safety business areas; ensure that information is accessible, accurate, complete and secure; and, increase citizen access to, and improve interaction with, justice services.
- The 'Lean' approach has been adopted throughout the Ministry to support improvement of processes and services while also building internal capacity through the elimination of unnecessary rules, processes, activities and non-essential steps. Examples of the many ways Lean is being applied include: improving workflow practices in courthouses; streamlining business processes to admit and discharge inmates from correctional centres and community corrections offices; and, simplifying the application process for the Disaster Financial Assistance Arrangements Program.

## Goal 4: The justice and public safety sector in British Columbia has the public's confidence

**Objective 4.1**      Adaptive  
**Objective 4.2**      Performance-focused  
**Objective 4.3**      Empowering

### Strategies

- The Ministry is a major participant in the Province's justice transformation agenda and has completed many of the recommendations in *A Criminal Justice System for the 21st Century: Final Report to the Minister of Justice and Attorney General*. Prepared by Geoffrey Cowper, QC, the report was based on six months of extensive consultation with the judiciary, Crown counsel, the legal profession, police and members of the public to identify the top issues affecting the justice system and put forward ideas for criminal justice transformation. Sector-wide consultations continue and, in November 2014, the Ministry participated in British Columbia's fourth Justice Summit. The summit brought together about 80 leaders from the judiciary, the legal profession, policing, victim services, corrections, community and advocacy organizations, First Nations groups, the academic community, and the provincial government to identify ways to address issues related to domestic violence and sexual assault.
- Reflecting a commitment to provide early assistance and support early resolution whenever possible, Government is providing dedicated funding of \$6 million over the next three fiscal years to support five Justice Innovation and Transformation Initiatives, to be delivered by the Legal Services Society. Focusing on criminal, family and child protection matters, these pilot projects are designed to support early and out-of-court resolutions where possible and to support individuals in self-representation when court intervention is required.
- The Ministry continues to implement the recommendations put forward in the *B.C. Liquor Policy Review Final Report*, recommendations that stem from extensive stakeholder consultations and one of the Province's most successful public engagements. Parliamentary Secretary John Yap's final report makes 73 common-sense recommendations to change British Columbia's liquor laws so that they reflect current lifestyles, encourage the growth of small businesses and our economy, address calls for consumer convenience, and continue to safeguard health and public safety. Work in this area illustrates how the Ministry continues to build strong legislative, policy and regulatory frameworks for effective service delivery, public safety and citizen interaction.
- Coordinated business intelligence and performance measurement systems are being developed to assist with strategic planning, monitoring and decision-making within the Ministry and across the justice and public safety sector, and to enable better public reporting of progress toward our goals and objectives. The ability to measure performance well is a critical enabler for getting results and achieving goals, and strengthening our business intelligence and performance measurement capacity is a key component of our justice and public safety transformation agenda.

**Performance Measure 1: Crime rates**

Police-reported crime rates in B.C. ( <i>Criminal Code</i> offences per 1,000 persons)	2013 Baseline <sup>1</sup>	2014 Forecast	2015 Target	2016 Target	2017 Target
<b>Violent crime<sup>2</sup></b>	12.6	12.0	11.4	10.8	10.2
<b>Property crime<sup>3</sup></b>	45.7	43.4	41.2	39.1	37.1
<b>Other crime<sup>4</sup></b>	16.2	15.4	14.6	13.9	13.2
<b>Overall crime rate</b>	74.5	70.8	67.3	63.9	60.7

Data Source: Crime rates are obtained through the Uniform Crime Reporting Survey. Every police agency across Canada participates in this annual survey, which is managed nationally by the Canadian Centre for Justice Statistics, a part of Statistics Canada. Crime rates are based on all police-reported violent crime, property crime and other offences, but do not include offences that are traffic, drug or federal statute related.

<sup>1</sup>The data are reported by calendar year. The most recent year for which data are available is 2013.

<sup>2</sup>Violent offences include homicide, attempted murder, sexual assaults, non-sexual assaults, firearm offences, robbery, forcible confinement/kidnapping, abduction, extortion, criminal harassment, uttering threats, threatening or harassing phone calls, and other violent offences.

<sup>3</sup>Property offences include the offence categories of theft, motor vehicle theft, possession of stolen property, breaking and entering, arson, mischief, and fraud.

<sup>4</sup>*Criminal Code* offences which are not violent or property related are classified as other offences. These include counterfeiting, offensive weapons, child pornography, prostitution, disturbing the peace, offences related to the administration of justice, and other miscellaneous *Criminal Code* offences.

## Discussion

The crime rate is the number of *Criminal Code* offences (excluding drug crimes and traffic-related offences) reported for every 1,000 persons. It is a better measure of trends in crime than is the actual number of offences because it allows for population differences.

Many factors influence police-reported crime rates, including demographic and economic trends and public confidence in the police and justice system. While the Ministry does not control crime rates, crime reduction strategies are a priority of the Ministry, and crime rates are tracked as an indicator of progress toward the goal of protecting people.

The 2014 forecast and the targets established for this measure represent five per cent year-to-year decreases. It is anticipated that 2014 crime rates for British Columbia will be available in late summer or early fall of 2015.

**Performance Measure 2: Rates of Non-reoffending**

<b>Percentage of adult offenders who are not re-convicted in B.C. within two years of release from custody, commencement of community supervision, or active community supervision.</b>	<b>2013/14 Baseline</b>	<b>2014/15 Forecast</b>	<b>2015/16 Target</b>	<b>2016/17 Target</b>	<b>2017/18 Target</b>
<b>Community Corrections<sup>1</sup></b>	76.7	76.7	77	77.5	78
<b>Custody<sup>2</sup></b>	48.7	50	51	51.5	52
<b>Overall rate of non-reoffending<sup>3</sup></b>	72.2	72.5	73	73.5	74

Data Source: Corrections Branch. This measure is based on offence date rather than sentence date. That means it includes all individuals, regardless of court date, who are not reconvicted with an offence date that falls within the two-year follow-up period. Therefore, the rates reported may shift slightly over time. The rate is calculated at the conclusion of each fiscal year for the purpose of the Ministry's service plans and annual reports. Each year's rate is based on the cohort two years prior. In other words, the 2014/15 forecast rate is based on offenders admitted and/or released in 2012/13.

<sup>1</sup> The Community Corrections rate is derived from individuals whose supervision was all or mostly in the community. It is the percentage of offenders who do not return to Corrections within two years of commencement or active community supervision.

<sup>2</sup> The Custody rate is derived from individuals who were released from custody and did not receive follow-up supervision in the community. It is the percentage of offenders who do not return to Corrections within two years of their release from custody.

<sup>3</sup> The overall rate of non-reoffending is the percentage of offenders who do not return to Corrections within two years of commencement or active supervision in the community or release from custody.

## Discussion

Rates of non-reoffending are used as a litmus test when assessing the overall effectiveness of the justice system in deterring and rehabilitating offenders.

Criminal behaviour is a highly complex phenomenon involving a variety of individual and societal factors and overall rates such as these are slow to change. For this reason, targeting modest gains in the overall rates is appropriate. The effectiveness of specific programs is best assessed through evaluative research.

Each jurisdiction in Canada calculates recidivism using different variables for the follow-up time frame, the indicator of conviction (for example, most use sentencing date while B.C. Corrections uses offence date), and the definition of the sample to track. B.C. Corrections is working on a multi-year project with their provincial, territorial and federal counterparts to standardize a series of definitions, including recidivism.

The Ministry plans to improve rates of non-reoffending by continued focus on evidence-based strategies and through increased collaboration with justice, social and health partners.

**Performance Measure 3: Policing Standards**

Performance Measure	2013/14 Baseline	2014/15 Forecast	2015/16 Target	2016/17 Target	2017/18 Target
Cumulative number of binding <i>British Columbia Provincial Policing Standards</i> approved for implementation	16	20	30	34	39

Data Source: Results for this measure are derived from records kept by the Policing and Security Branch, Ministry of Justice.

**Discussion**

The *British Columbia Provincial Policing Standards* serve to set benchmarks against which certain aspects of police activities are measured. They are designed to ensure the safe and effective delivery of policing and to strengthen police accountability.

Currently, the development of new policing standards is undertaken by the Ministry in consultation with an advisory committee comprised of interested stakeholders. Fiscal implications are considered during the development of new standards and significant efforts are made to mitigate costs.

The Ministry continues to work toward developing new standards in response to recommendations from the Missing Women Commission of Inquiry Report.

**Performance Measure 4: Traffic fatality and serious injury rates**

Performance Measure	2008-2012 Baseline <sup>1</sup>	2014 Forecast <sup>2</sup>	2015 Target	2016 Target	2017 Target
Number of traffic fatalities per 100,000 population	7.4	5.6	5.4	5.2	5.0
Number of serious traffic injuries per 100,000 population <sup>3</sup>	70.8	60.2	57.7	55.3	53.0

Data Source: Data on the number of traffic fatalities is from the Traffic Accident System maintained by the Insurance Corporation of British Columbia. Data on overnight hospitalizations is from the Ministry of Health's Discharge Abstract Database. Population estimates and projections are from BC Stats and are as of July 1<sup>st</sup> each year. Results are reported by calendar year rather than fiscal year. All numbers have been rounded to the closest tenth.

<sup>1</sup> The baselines for these rates are the average per year from 2008 to 2012.

<sup>2</sup> The forecast rates for 2014 are based on the most recent available data. They are to be considered preliminary until the various data sources (Police, ICBC, BC Coroners Service, and Ministry of Health Discharge Abstract Database) have been fully reconciled and approved.

<sup>3</sup> Serious traffic injuries are defined as those requiring overnight hospitalization.

**Discussion**

As traffic fatality and serious injury rates are affected by random variations from year to year, trends in the rates are most meaningful when considered over the long term. The influence of factors external to government programs must also be taken into account. Despite these considerations, reductions in fatalities and serious injuries over the long term remain good indicators of road safety improvements.

The targets for these rates are based on annual reductions of three per cent from the 2014 forecasts.

**Performance Measure 5:****Rate of traffic fatalities and serious injuries involving high-risk driving behaviours**

Performance Measure	2013 Baseline	2014 Forecast <sup>1</sup>	2015 Target	2016 Target	2017 Target
The number per 100,000 B.C. population of serious injuries and fatalities resulting from a crash where alcohol, drugs, speed and/or distraction were assessed to be a factor	31.8	30.5	29.6	28.1	26.9

Data Source: Traffic Accident System Q3 2014 extract; BC Statistics (April 2014). Population Estimates and projections as of July 1<sup>st</sup> each year.

Results are reported by calendar year rather than fiscal year. All numbers have been rounded to the closest tenth.

Police attend all crashes occurring on a public road and resulting in serious injuries or fatalities. At the scene of the crashes, police record in ICBC's Traffic Accident System the factors they believe influenced the crash and assess whether victims have serious or fatal injuries. Fatalities are reconciled with coroner data, but serious injuries are assessed by the officer and may differ from hospitalization counts.

<sup>1</sup> The forecast rate for 2014 is based on the most recent available data. It is to be considered preliminary until the various data sources (Police, ICBC, BC Coroners Service, and Ministry of Health Discharge Abstract Database) have been fully reconciled and approved.

## Discussion

The high-risk driving behaviours within the scope of this measure (alcohol, drugs, speed and/or distraction) are the focus of RoadSafetyBC programs, and this measure is an indicator of success in protecting the public from these behaviours.

The targets are based on annual reductions of three per cent from the 2014 forecast.

**Performance Measure 6:****Timeliness of Victim Financial Assistance claim adjudication**

Performance Measure	2013/14 Baseline	2014/15 Forecast	2015/16 Target	2016/17 Target	2017/18 Target
Average number of days to adjudicate claims for financial assistance from victims and others impacted by violent crime	63 <sup>1</sup>	70	70	70	70

Data Source: Results for this measure are derived from the Electronic Victim Information System, taking into account the dates claims were received and the dates they were completed, as well as the cases that remain outstanding.

<sup>1</sup> The 2013/14 baseline was reported as 50 in the *Ministry of Justice 2013/14 Annual Service Plan Report*. It has been updated here based on final data for 2013/14.

## Discussion

This measure indicates the level of client service and system efficiency in administering the Crime Victim Assistance Program under the *Crime Victim Assistance Act*.

The 2013/14 baseline represents adjudication of 99 per cent of claims received in 2013/14. The baseline of 63 days for adjudication compares to a 399-day timeframe for adjudication in Ontario in 2012/13 for approximately the same number of applications.

The 2014/15 forecast of 70 days and the subsequent year targets reflect an ambitious effort to maintain this high level of service, which is a significant reduction from the previous target of 150 days. This reduction was achieved through service delivery changes implemented following an internal review process.

To determine claimants' eligibility for benefits, the Ministry must obtain supporting information from third parties, such as police and medical professionals. This reliance on third parties to provide information results in the majority of claims being adjudicated within approximately two months; urgent cases requiring immediate assistance are expedited.

### **Performance Measure 7: Timeliness of Disaster Financial Assistance private sector claim adjudication**

Performance Measure	2013/14 Baseline	2014/15 Forecast	2015/16 Target	2016/17 Target	2017/18 Target
Average number of days from receipt of a complete Disaster Financial Assistance evaluator's report until the claim has been adjudicated and closed	14	13	12	11	11

Data Source: Data to support this measure are compiled from a dedicated Disaster Financial Assistance database that tracks individual applications by event. The measure is based on a five-year rolling average. Use of a five-year rolling average provides a stronger indication of organizational performance and process improvement trends than single year reporting, due to the variability of events and Disaster Financial Assistance applications between years.

### **Discussion**

Disaster Financial Assistance provides financial assistance to help individuals and communities recover from catastrophic events that have resulted in uninsurable property and infrastructure damage. The program operates under the *Emergency Program Act* and the *Compensation and Disaster Financial Assistance Regulation*.

Community assistance is delivered through the program for local government bodies and individual assistance is delivered for the private sector. There are five categories for individuals: home owners; residential tenants; small business owners; farm owners; and charitable or volunteer organizations. Upon receipt of an eligible private sector Disaster Financial Assistance application, losses are evaluated, a report is completed and reviewed, and payment is processed.

The Recovery and Funding team at Emergency Management BC continues to revise and streamline its processes, resulting in faster and more accurate claims completion. It should also be noted that a significant factor in the timeliness of Disaster Financial Assistance claims adjudication is the volume of claims.

**Performance Measure 8:****Rate of liquor store compliance with ID-checking requirements**

Performance Measure	2013/14 Baseline	2014/15 Forecast	2015/16 Target	2016/17 Target	2017/18 Target
<b>Percentage of inspections of liquor stores where the stores are found to be in compliance with ID-checking requirements</b>	79.6	80.6	82.0	84.0	85.0

**Data Source:** Results for this measure are based on records kept by the Liquor Control and Licensing Branch, Ministry of Justice. The measure includes inspections of all liquor stores operated by the Liquor Distribution Branch, along with all private liquor stores in the province; bars, restaurants and special occasion licences are not included.

**Discussion**

Preventing the sale of liquor to minors is a key public safety priority for Government, given the potentially devastating consequences of underage drinking. It is also against the law to sell, serve or supply liquor to a minor.

Under the authority of the *Liquor Control and Licensing Act*, the Ministry employs minors to test whether licensees and their staff are selling to minors. The Minors as Agents program is the most cost-effective way to monitor and increase compliance in this critical area.

# Resource Summary

## Resource Summary Tables

Core Business Area	2014/15 Restated Estimates <sup>1</sup>	2015/16 Estimates <sup>2</sup>	2016/17 Plan	2017/18 Plan
<b>Operating Expenses (\$000)</b>				
Justice Services.....	109,081	109,707	109,849	110,177
Prosecution Services.....	112,867	115,793	116,679	116,949
Court Services.....	97,523	99,426	99,892	100,949
Legal Services.....	17,543	18,005	18,317	19,024
Corrections.....	219,234	220,892	221,790	223,806
Policing and Security .....	349,682	355,555	356,861	356,942
Victim Services and Crime Prevention.....	40,017	40,143	40,359	40,693
Emergency Management BC.....	26,702	26,756	26,793	26,876
RoadSafetyBC.....	8,815	9,149	9,201	9,075
Liquor Control and Licensing.....	1	1	1	1
Agencies, Boards and Commissions.....	12,979	12,990	12,997	13,014

**Ministry of Justice**

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<b>Core Business Area</b>	<b>2014/15 Restated Estimates<sup>1</sup></b>	<b>2015/16 Estimates<sup>2</sup></b>	<b>2016/17 Plan</b>	<b>2017/18 Plan</b>
Executive and Support Services.....	30,484	31,538	31,912	33,083
Judiciary.....	68,109	71,118	71,737	71,727
<i>Crown Proceeding Act</i> .....	24,500	24,500	24,500	24,500
Independent Investigations Office.....	7,536	7,544	7,550	7,563
British Columbia Utilities Commission.....	1	1	1	1
<i>Emergency Program Act<sup>3</sup></i> .....	14,478	14,478	14,478	14,478
Statutory Services <sup>4</sup> .....	14,785	14,785	14,785	14,785
<b>Total.....</b>	<b>1,154,337</b>	<b>1,172,381</b>	<b>1,177,702</b>	<b>1,183,643</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>				
Executive and Support Services.....	14,572	12,078	22,930	5,800
Judiciary.....	605	590	570	570
Independent Investigations Office.....	352	183	145	0
British Columbia Utilities Commission.....	10	10	10	10
Public Guardian and Trustee Operating Account.....	363	363	363	363
<b>Total.....</b>	<b>15,902</b>	<b>13,224</b>	<b>24,018</b>	<b>6,743</b>

Other Financing Transactions (\$000)				
Receipts.....	(2,900)	(2,900)	(2,900)	(2,900)
Disbursements.....	2,900	2,900	2,900	2,900
Total Net Cash Source (Requirements) .....	0,000	0,000	0,000	0,000

<sup>1</sup> For comparative purposes, amounts shown for 2014/15 have been restated to be consistent with the presentation of the 2015/16 Estimates.

<sup>2</sup> Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).

<sup>3</sup> The Emergency Program Act provides for response to and recovery from emergencies and disasters, and for hazard mitigation initiatives.

<sup>4</sup> Statutory Services includes Civil Forfeiture Account, Corrections Work Program Account, Criminal Asset Management Fund, Public Guardian and Trustee Operating Account, and Victim Surcharge Special Account.

## Electoral Boundaries Commission, Environmental Appeal Board and Forest Appeals Commission

While the Board and the Commissions operate independently from the Ministry of Justice, their budget vote is the responsibility of the Ministry. Therefore, they are not considered one of the core business areas accountable to the Attorney General, but they are included in the Resource Summary of this service plan.

Core Business Area	2014/15 Restated Estimates <sup>1</sup>	2015/16 Estimates <sup>2</sup>	2016/17 Plan	2017/18 Plan
<b>Operating Expenses (\$000)</b>				
Electoral Boundaries Commission .....	2,500	2,000	0	0
Environmental Appeal Board .....	312	312	312	312
Forest Appeals Commission .....	310	310	310	310
Administration and Support Services .....	1,453	1,459	1,463	1,473
<b>Total .....</b>	<b>4,575</b>	<b>4,081</b>	<b>2,085</b>	<b>2,095</b>

<sup>1</sup> For comparative purposes, amounts shown for 2014/15 have been restated to be consistent with the presentation of the 2015/16 Estimates.

<sup>2</sup> Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).

## Major Capital Projects

Representing the largest capital expansion in the history of B.C. Corrections, the Corrections Capital Asset Management Plan (CAMP) was developed to address current and future capacity demands in correctional centres in British Columbia. Since 2007, Government has approved \$460 million in capital funding to expand correctional centre capacity throughout the province.

In addition to these major capital projects, Corrections responded to Government's construction stimulus program with the implementation of \$40 million in Accelerated Infrastructure Projects to increase the ability of existing institutions and offices to safely and securely accommodate offenders. Benefits of the funding to Community Corrections include office changes to ensure staff and client safety, increased office security, and interview rooms that facilitate client-staff engagement in a safe and secure environment. Benefits of the funding to Adult Custody include increased security, and increased staff and inmate safety.

Government's CAMP Phase One approval included a total of \$185 million in capital between 2008/09 and 2013/14 for three separate projects to add 340 new cells to the provincial capacity:

- A 20-cell expansion for women at the Prince George Regional Correctional Centre, completed in December 2010;
- A 104-cell addition at Alouette Correctional Centre for Women, completed in October 2012; and,
- A 216-cell addition to the Surrey Pretrial Services Centre opened in February 2014.

The initial project in CAMP Phase Two was approved in December 2012 – the construction of a 378-cell Okanagan Correctional Centre within the Osoyoos Indian Band's Senkulmen Business Park on Highway 97, seven kilometres north of Oliver. The project is now under construction and is scheduled to be completed in late 2016. It will create up to 500 direct and 500 indirect jobs during construction, and over 240 new, full-time positions upon completion, and will more than double correctional centre capacity in British Columbia's Interior.

# Appendix 1: Combined Forces Special Enforcement Unit – British Columbia

In 1999, the Organized Crime Agency of British Columbia (OCABC) was developed as an independent Designated Policing and Law Enforcement Unit under the *Provincial Police Act*.

In 2004, the Combined Forces Special Enforcement Unit – British Columbia (CFSEU-BC) was developed in consultation with the provincial government as an initiative to integrate the OCABC, the municipal police departments and the RCMP.

The Board of Governance for the OCABC also acts as the Board of Governance for the CFSEU-BC. The Board is comprised of the Deputy Commissioner Pacific Region and Commanding Officer “E” Division RCMP, the President of the B.C. Association of Chiefs of Police, the President of the B.C. Association of Municipal Chiefs of Police and the Chief Constable of the Vancouver Police Department. The Board determines the strategic direction of the CFSEU-BC and ensures its operational priorities are aligned with the policing priorities for British Columbia. The CFSEU-BC operates under the RCMP policies and procedures. The board members receive no remuneration.

The Chief Officer in charge of the CFSEU-BC leads an executive team comprised of civilian members in addition to regular RCMP and Municipal officers seconded from across the province. The CFSEU-BC Gang Enforcement Unit, Firearms Enforcement Team and Investigation Teams are just a few of the teams that fall under the responsibility of the CFSEU-BC. Offices for the CFSEU-BC are located in the Lower Mainland, Prince George, Kelowna and Victoria.

The mission of the CFSEU-BC is to facilitate the disruption and suppression of organized crime which affects British Columbians. The mandate is to investigate, prosecute, disrupt and suppress criminal organizations, consistent with local, regional, national and international priorities. The CFSEU-BC also supports other agencies by assisting in organized and major crime investigations.

More information can be found at: [www.cfseu.bc.ca/cms](http://www.cfseu.bc.ca/cms).

## Appendix 2: Agencies, Boards and Commissions

### BC Ferry Commission

The BC Ferry Commission is a quasi-judicial regulatory agency operating under the *Coastal Ferry Act*. The Commission regulates the ferry operator British Columbia Ferry Services Inc. (BC Ferries) on 25 saltwater routes and is independent of both the provincial government and BC Ferries. The primary responsibility of the Commissioner is to regulate ferry fares. The Commissioner sets a price cap on the average level of fares which BC Ferries can charge, the goal of which is to balance the interests of ferry users with the interests of taxpayers while protecting the financial sustainability of the ferry operator. Other key tasks include: monitoring adherence to the terms of the Coastal Ferry Services Contract; approval of major capital expenditures; regulating unfair competitive advantage; and, the approval and monitoring of BC Ferries' customer complaints process.

[www.bcferrycommission.com](http://www.bcferrycommission.com)

### British Columbia Human Rights Tribunal

The British Columbia Human Rights Tribunal is responsible for accepting, screening, mediating and adjudicating complaints under the *Human Rights Code*. It provides parties the opportunity to resolve complaints through mediation; complaints that are not resolved through mediation proceed to a hearing before the Tribunal. The Tribunal is accountable to the legislature through the Attorney General and functions independently of Government on all matters related to adjudication of complaints. Orders of the Tribunal are enforceable in the British Columbia Supreme Court.

[www.bchrt.bc.ca](http://www.bchrt.bc.ca)

### British Columbia Law Institute

The British Columbia Law Institute was created in January 1997 to: promote the clarification and simplification of the law and its adaptation to modern social needs; promote improvement of the administration of justice and respect for the rule of law; and, promote and carry out scholarly legal research. [www.bcli.org](http://www.bcli.org)

### British Columbia Review Board

The British Columbia Review Board conducts hearings to review and assess the mental condition and level of threat to the public posed by mentally disordered accused persons for the purpose of determining whether they should be absolutely or conditionally discharged, or detained in a designated place of custody. [www.bcrb.bc.ca](http://www.bcrb.bc.ca)

### British Columbia Utilities Commission

The British Columbia Utilities Commission operates under and administers the *Utilities Commission Act*, regulating utilities to ensure customers receive safe, reliable and non-discriminatory energy services at fair rates, and that shareholders of those utilities are afforded a reasonable opportunity to earn a fair return on their invested capital. [www.bcuc.com](http://www.bcuc.com)

## **Environmental Appeal Board**

The Environmental Appeal Board is an independent agency which hears appeals from certain decisions made by Government officials related to environmental issues. These decisions include water licences, contaminated site remediation orders, pesticide permits and the cancellation of hunting licences, among other things. The Environmental Appeal Board plays a role in ensuring the protection and wise use of the environment by providing a quasi-judicial access point for the public and industry to appeal certain Government decisions. [www.eab.gov.bc.ca](http://www.eab.gov.bc.ca)

## **Forest Appeals Commission**

The Forest Appeals Commission is an independent tribunal established under the *Forest Practices Code of British Columbia Act* and continued under the *Forest and Range Practices Act*. The Commission hears appeals from certain decisions made by Government officials related to forests and the environment. [www.fac.gov.bc.ca](http://www.fac.gov.bc.ca)

## **Independent Investigations Office**

The Independent Investigation Office was established to conduct criminal investigations regarding police-related incidents involving death or serious harm. The Office is under the command and direction of the Chief Civilian Director, a position for which one cannot ever have served as a police officer. [www.iiocbc.ca](http://www.iiocbc.ca)

## **Legal Services Society**

The Legal Services Society provides legal aid in British Columbia as set out in the *Legal Services Society Act*. Services include legal information and advice to, and representation of, people with low incomes. The Province provides most of the society's funding, but the Legal Services Society remains independent of Government. The society reports its activities to Government through the Attorney General and determines the range of services it will provide within the framework of a memorandum of understanding negotiated with the Attorney General every three years. [www.lss.bc.ca](http://www.lss.bc.ca)

## **Oil and Gas Appeal Tribunal**

The Oil and Gas Appeal Tribunal is an independent quasi-judicial agency that hears appeals from decisions of the Oil and Gas Commission which include certain orders, declarations, findings of contravention, administrative penalties and permitting decisions in relation to an 'oil and gas activity' such as geophysical exploration, the construction or operation of a pipeline, road construction, and the production, gathering, processing, storage or disposal of petroleum, natural gas or both. [www.ogat.gov.bc.ca](http://www.ogat.gov.bc.ca)

## **Police Boards**

In British Columbia, independent municipal police departments are overseen by appointed police boards made up of civilian members of the community. The role of police boards is to provide general direction to the department, in accordance with relevant legislation and in response to community needs. [www.pssg.gov.bc.ca/policeservices/boards/index.htm](http://www.pssg.gov.bc.ca/policeservices/boards/index.htm)

## Appendix 3: Ministry Contact Information and Hyperlinks to Additional Information

### **Domestic Violence Helpline**

1-800-563-0808

[www.domesticviolencebc.ca](http://www.domesticviolencebc.ca)

Confidential; Free; 24 hours/7 days; Multiple Languages

### **Human Trafficking Helpline**

1-888-712-7974

Confidential; Free; 24 hours/7 days; Multiple Languages

For assistance with human trafficking cases, including emergency services, and accessing shelter, interpretation and translation services

### **JusticeBC**

[www.justicebc.ca](http://www.justicebc.ca)

Provides online access to more than 300 pages of information about the criminal and family justice systems, as well as links to other resources and services

### **VictimLink BC**

1-800-563-0808

[www.victimlinkbc.ca](http://www.victimlinkbc.ca)

Confidential; Free; 24 hours/7 days; Multiple Languages

Provides help and information for victims of family and sexual violence, and all other crimes

For information related to the responsibilities of the Attorney General and Minister of Justice, visit our website at [www.gov.bc.ca/justice](http://www.gov.bc.ca/justice) or refer to the following:

### **Office of the Deputy Attorney General and Deputy Solicitor General**

- 250-356-0149

### **Community Safety and Crime Prevention Branch**

- 604-660-5199
  - Civil Forfeiture Office [www.pssg.gov.bc.ca/civilforfeiture](http://www.pssg.gov.bc.ca/civilforfeiture)
  - Community Safety and Crime Prevention: [www.pssg.gov.bc.ca/crimeprevention](http://www.pssg.gov.bc.ca/crimeprevention)
  - Office to Combat Trafficking in Persons: [www.pssg.gov.bc.ca/octip](http://www.pssg.gov.bc.ca/octip)
  - Victim Services: [www.pssg.gov.bc.ca/victimservices](http://www.pssg.gov.bc.ca/victimservices)

### **Consumer Protection BC**

- 604-320-1667
- [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)

**Corrections Branch**

- 250-387-5059
- [www.pssg.gov.bc.ca/corrections](http://www.pssg.gov.bc.ca/corrections)

**Court Services Branch**

- 250-356-1550
- [www.ag.gov.bc.ca/courts](http://www.ag.gov.bc.ca/courts)

**Criminal Justice Branch**

- 250-387-3840
- [www.ag.gov.bc.ca/prosecution-service](http://www.ag.gov.bc.ca/prosecution-service)

**Crowns, Agencies, Boards and Commissions**

- A list of Crowns, Agencies, Boards and Commissions with links to their websites may be found at: [www.ag.gov.bc.ca/abc](http://www.ag.gov.bc.ca/abc). Please also refer to Appendix B.

**Dispute Resolution Office**

- 250-387-1480
- [www.ag.gov.bc.ca/dro](http://www.ag.gov.bc.ca/dro)

**Emergency Management BC**

- 250-952-5013
  - BC Coroners Service: [www.pssg.gov.bc.ca/coroners](http://www.pssg.gov.bc.ca/coroners)
  - Office of the Fire Commissioner: [www.embc.gov.bc.ca/ofc](http://www.embc.gov.bc.ca/ofc)
  - Emergency Management: [www.embc.gov.bc.ca/em](http://www.embc.gov.bc.ca/em)

**Family Justice Centres and Justice Access Centres**

- Family Justice Centres: [www.clicklaw.bc.ca/helpmap/service/1019](http://www.clicklaw.bc.ca/helpmap/service/1019)
- Justice Access Centres: [www.ag.gov.bc.ca/justice-access-centre](http://www.ag.gov.bc.ca/justice-access-centre)

**Family Maintenance Enforcement Program**

- [www.fmep.gov.bc.ca](http://www.fmep.gov.bc.ca)

**Justice Services Branch**

- 250-356-6582
- [www.ag.gov.bc.ca/justice-services/index.htm](http://www.ag.gov.bc.ca/justice-services/index.htm)

**Legal Services Branch**

- **250-356-8467**

**Legislation and Ministry Responsibilities**

- [www.leg.bc.ca/legislation/index.htm](http://www.leg.bc.ca/legislation/index.htm)

**Liquor Control and Licensing Branch**

- 250-952-5787
- [www.pssg.gov.bc.ca/lclb](http://www.pssg.gov.bc.ca/lclb)

**Liquor Distribution Branch**

- 604-252-3000
- [www.bcldb.com](http://www.bcldb.com)

**Policing and Security Programs Branch**

- 250-387-1100
- Police Services: [www.pssg.gov.bc.ca/policeservices](http://www.pssg.gov.bc.ca/policeservices)
- Security Industry Licensing: [www.pssg.gov.bc.ca/securityindustry](http://www.pssg.gov.bc.ca/securityindustry)

**RoadSafetyBC**

- 250-387-7747
- [www.pssg.gov.bc.ca/osmv](http://www.pssg.gov.bc.ca/osmv)